

MARKET CONDUCT EXAMINER 1**Nature of Work**

Under general supervision, performs entry level professional work in the market conduct examination of the business practices, policies and rates of insurance companies, resident agents, brokers, non-resident agents, third-party administrators, insurance agencies and other regulated entities to ensure compliance with applicable laws and regulations. As part of an on-site market conduct examination team, examines insurance company records, files and practices. May be assigned a specialty area in large, complex examinations. Prepares assigned sections of the final examination report. On-site market conduct work requires extensive travel in and outside West Virginia. Assignments may range from three weeks to six months. Reimbursement for time and expenses incurred traveling to and from examination site is limited to one trip every two weeks. Performs related work as required.

Distinguishing Characteristics

This is the entry level in the Market Conduct Examiner series. Employees assigned to this class are expected to acquire the work specific knowledge, skills and abilities to function as a Market Conduct Examiner. As technical proficiency is acquired, incumbent will be expected to demonstrate progress toward Accredited Insurance (AIE) designation within a specified time period.

Examples of Work

Essential Job Functions - Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.

- Participates in market conduct examinations of insurance companies and insurance agent operations to determine compliance with insurance laws and regulations.
- Reviews agent listing compliance, volume of complaints, category of complaints, number of settlements in each complaint category, number of hearings in each complaint category, advertising compliance and claims administration practices.
- Reviews records and practices relating to policy form filings for adherence to insurance laws and regulations.
- Reviews license applications to determine compliance with state agent licensing requirements.
- Reviews settlement of claims paid to clients to assure compliance to policy provisions.
- Informs supervisor of findings of non-compliance and suggest appropriate corrective actions to recommend to the Insurance Commissioner.
- Recommends additional investigation of insurance company's financial status or new policies and rates to ensure solvency and compliance with insurance regulations.
- Drafts reports and summaries of investigations and examinations.
- Requests subpoenas to obtain information from insurance companies, agents, brokers or agencies.

MARKET CONDUCT EXAMINER 1 (CONT'D)**Knowledge, Skills and Abilities**

Knowledge of the business practices and procedures of insurance companies, brokers, agents, underwriters and adjusters.

Knowledge of federal and state laws, rules and regulations relating to the insurance industry.

Knowledge of insurance underwriting and claims procedures.

Knowledge of the records maintained by insurance companies.

Knowledge of operational auditing principles and practices relating to the auditing and examining of insurance company documents and records.

Knowledge of database and spreadsheet applications.

Ability to compile and analyze data and draw conclusions on insurance practices, policies and rates of regulated entities.

Ability to interpret and comprehend insurance-related data.

Ability to interpret contractual provisions of insurance policies.

Ability to maintain effective working relationships with other employees, industry representatives and the general public.

Ability to use a personal computer.

Ability to convey ideas clearly and concisely in business correspondence and reports.

Ability to communicate effectively, orally and in writing.

Minimum Qualifications

Training: Bachelor's degree from a regionally accredited four-year college or university.

Substitution: An insurance certification of Chartered Property Casualty Underwriter (CPCU), Chartered Life Underwriter (CLU), or Fellow Life Management Institute (FMLI) OR experience as described below may be substituted for the required training on a year-for-year basis.

Experience: Five years of full-time or equivalent part-time paid experience as an insurance agent, broker, examiner, adjuster, underwriter, premium auditor or investigator with an insurance company or insurance regulatory agency in the areas of life, accident and health, or property and casualty.

Established: 12/18/08

Effective: 02/01/09